



MSTP

Polycom ViewStation FX





Objectives

MSTP

- Polycom ViewStation components
- Basic set up
- Network settings
- Gatekeeper
- Camera Control
- Audio Set Up
- Using the ViewStation FX Web Interface
- Placing Phone Calls from the ViewStation FX
- Advanced Features



Polycom ViewStation Components

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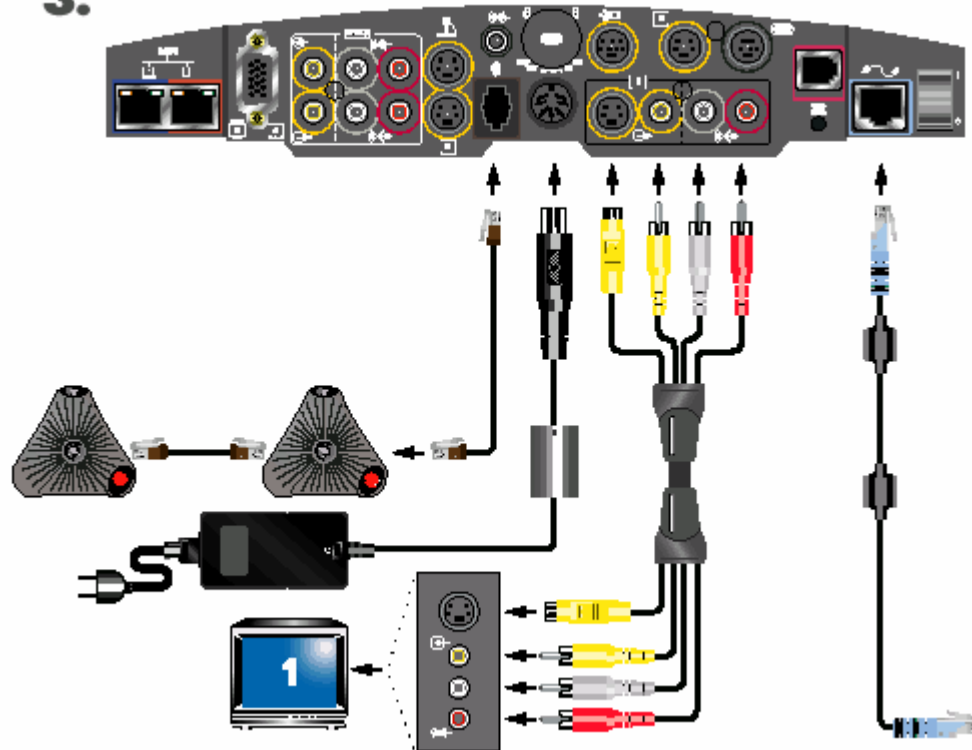




Polycom ViewStation Components

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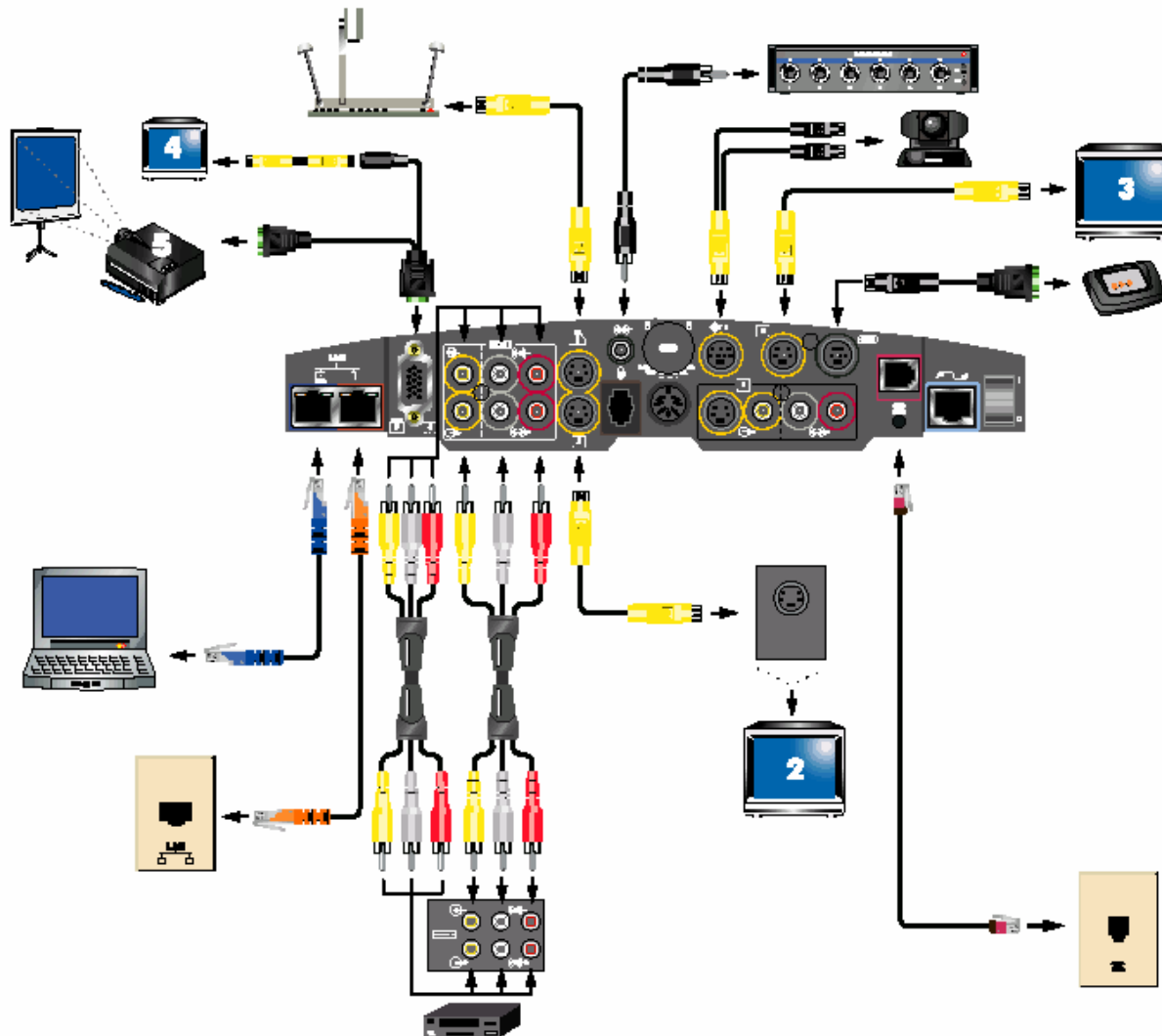
3.





Polycom ViewStation Components

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The diagram illustrates the rear panel of a device with various ports and their connections. The ports are arranged as follows:

- LAN:** Two Ethernet ports on the left, with a red box highlighting the top one.
- DVI:** A DVI-D port next to the LAN ports.
- FireWire:** Two FireWire ports, one on the left and one on the right, both highlighted with red boxes.
- USB:** Two USB ports, one on the left and one on the right, both highlighted with red boxes.
- Audio:** Multiple audio ports, including a microphone input, a line input, and a line output, all highlighted with red boxes.
- Video:** Multiple video ports, including a composite input, a component input, and a component output, all highlighted with red boxes.
- Other:** A power input port, a power button, and a power indicator light.

Arrows indicate the direction of signal flow. For example, the LAN ports have arrows pointing outwards, while the audio and video ports have arrows pointing inwards. The power input port has an arrow pointing inwards, and the power button has an arrow pointing outwards.



Polycom ViewStation Components

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The following items are included in the ViewStation FX box:

- *Read Me First*
- *ViewStation FX QuickStart*
- ViewStation FX unit
- 2 microphone pods
- 1 power supply and cord
- 1 remote control
- Required cables bag with:
 - 2 RJ-9 microphone cords (brown)
 - 1 S-video/triple RCA monitor cable (yellow, white, and red)
 - 1 RJ-45 keyed cable for connection to the network interface module (light blue)
- Optional equipment cables bag with:
 - 1 RJ-11 telephone cord (pink), where approved
 - 2 S-video cables for additional monitors or a document camera (yellow)
 - 1 RCA cable for connection to an audio mixer (black)



Polycom ViewStation Components

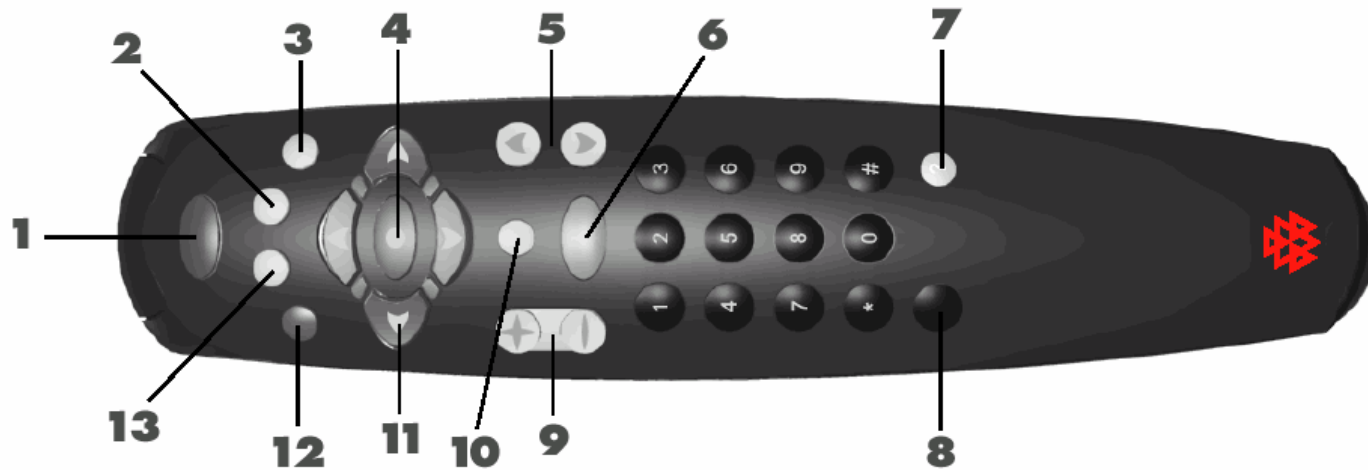
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- 1 RJ-45 cable for connection to the LAN (orange)
- 1 RJ-45 cable for connection to a PC (blue)
- 2 triple RCA cables for connection to a VCR (yellow, white, and red)
- Optional equipment cables bag with:
 - 1 DB-15 XGA cable for connection to an additional monitor or projector
 - 1 DB-9 serial port cable for connection to a touch panel
 - 1 pan/tilt/zoom camera cable
- Optional network interface module (shipped separately)



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Remote Control

The remote control is an integral part of the system. You can use the remote control to configure and operate the ViewStation FX or VS4000. Once you have the system set up and running, press the yellow INFO button on the remote control for a basic description of the remote control buttons.



Basic Set Up

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General Setup

Language: English(US)

Country: United States

System Name: Jw_fx

Auto Answer: ☒

Allow Dialing: ☒

Allow User Setup: ☒

Allow Address Book Changes: ☒

Maximum Time In Call: 480

Keypad Audio Confirmation: ☒

To change settings move to an item and
press .


Menu



Basic Set Up

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General Setup

To access the **General Setup** screen, select **System Info>Admin Setup**. The **General Setup** is used to set up basic administrative settings (generally controlled by your network administrator).

Figure 5-5. General Setup Screen

On this screen, you can change the following general setup options:

- **Language**—Select the language field to access the **Welcome** screen where the language flags are displayed. Select the appropriate flag associated with the language you wish to use in the ViewStation FX or VS4000 user interface.
- **Country**—Click the **Country** field to access the **Country Setup** screen.

Figure 5-6. Country Setup Screen

The fields in the **Country Setup** screen allow you to select the country where the ViewStation FX or VS4000 is located. It also allows you to specify country-specific calling parameters for your location.



Basic Set Up

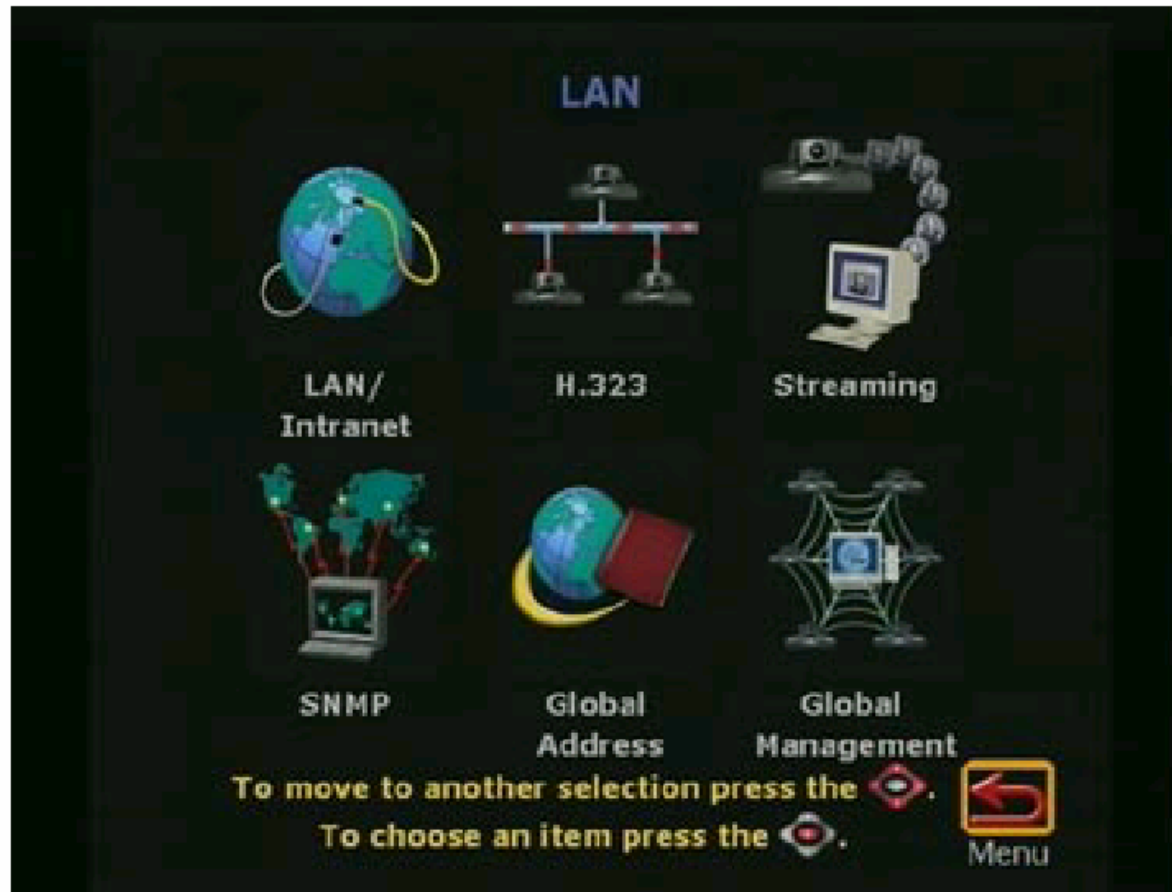
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- **System Name**—Enter a name for the ViewStation FX using the on-screen keyboard. This can be any combination of alpha-numeric characters up to 34 characters in length.
- **Auto Answer**—Enable this option to have the ViewStation FX answer incoming calls automatically.
- **Allow Dialing**—Enable this option to allow users to place calls from the ViewStation FX. If this option is disabled, the ViewStation FX can only receive calls. You can still place calls from the Web interface.
- **Allow User Setup**—This option is used to enable or disable the **User Setup** icon on the **System Info** screen. Administrators can use this option to prevent users from changing the **User Setup** functions.
- **Allow Address Book Changes**—If this option is enabled, then the user has access to the **New**, **Edit**, and **Delete** icons in the **Address Book** screen.
- **Maximum Time in Call**—Enter the maximum number of minutes allowed for call length. When that time has expired in a call, you see a message asking you if you want to hang up or stay in the call. If you do not answer within one minute, the call automatically disconnects.
- **Keypad Audio Confirmation**—This option enables an audio response (English language) when a numeric key is depressed on the remote control.



Network Settings

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Network Settings

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LAN & Intranet

To access the **LAN & Intranet** screen, select **System Info>Admin Setup>LAN/Intranet**. On the **LAN & Intranet** screen, you can change your LAN host name, DHCP and WINS settings of your ViewStation FX. **DHCP Settings**. If your ViewStation FX is connected to a LAN, enable the **Client** option in the **DHCP** field (if DHCP is available). If you are connecting the ViewStation FX directly to a PC that is not connected to the network, enable the **Server** option for this field.

Note The **Server** button is visible on the **LAN & Intranet** only if the option **Allow System to be a DHCP Server** has been previously enabled in the **System Info** screen of the Softupdate application.

H.323 Setup (Main)

To access the main **H.323 Setup** screen, select **System Info>Admin Setup>LAN/H.323>H.323**. The main **H.323 Setup** screen appears.

The following sections describe the configuration screens that you can access from the main **H.323 Setup** screen.

H.323 Setup (Configuration)

To access the **H.323 Setup** configuration screen, select **System Info>Admin Setup>LAN/H.323>H.323>Setup**. The **H.323 Setup** screen appears.

This screen allows you to configure the H.323 name and extension that can be used to dial



Network Settings

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- **H.323 Name when calling this system**—Your system name appears as your H.323 name, but you can change it on this screen.
- **H.323 Extension (E.164)**—This is the number that is needed to access a specific LAN device for incoming calls. You can change the extension to a number that is easy to remember. Your administrator might have specific names and extensions. If you have a Gatekeeper installed on your network, other parties can call you by using the H.323 name or extension. The H.323 name and extension are registered with your Gatekeeper.
- **Auto H.323 Dialing**—When this option is enabled, the FX is able to auto-detect the type of call you are placing (IP or ISDN) based on the video number format. Consequently, the **ISDN** and **H.323** fields are not visible on the **Video Phone** screen. This option is enabled by default.
- **Display IP Dialing Extension**—This extension is needed when placing a call through a Gateway. When this option is selected, the **Extension** field is visible in the **Video Call** screen. It is a good idea to consult your network administrators before changing your H.323 name and extension; they might have specific names and extensions they want you to use.

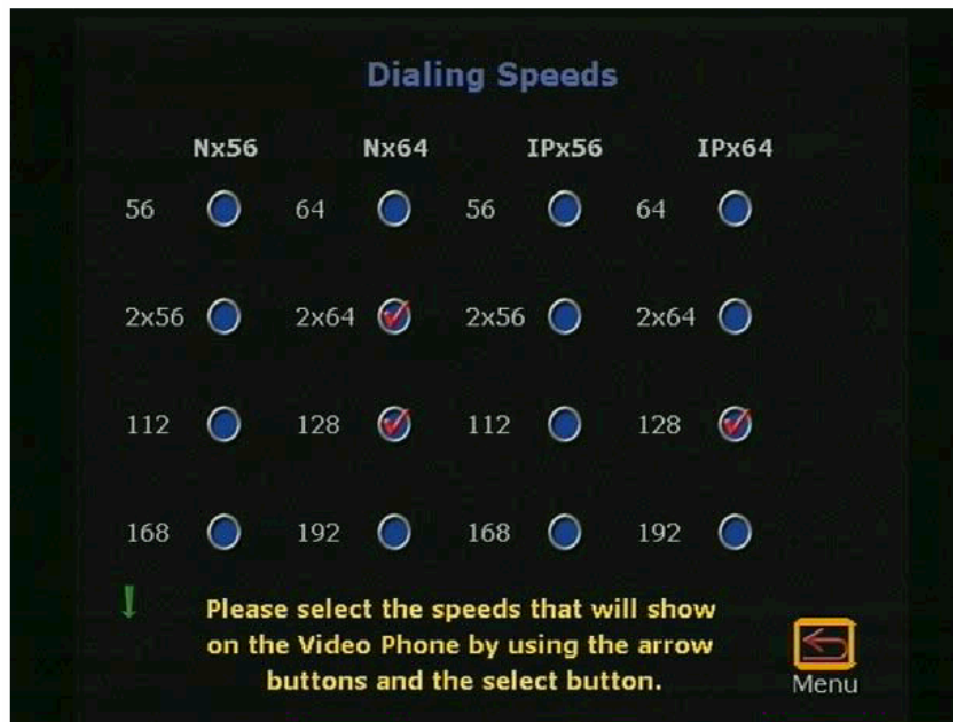


Network Settings

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Dialing Speeds

To access the **Dialing Speeds** screen, select **System Info>Admin Setup>LAN/H.323>H.323>Dialing Speeds**. The **Dialing Speeds** screen appears.




On this screen, you can set the dialing speeds that are available when placing a call. You can set a limited number of speeds to simplify dialing for your users.



Gatekeeper

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Gatekeeper



Use Gatekeeper: ☒ Off ☐ Specify ☐ Auto

Gatekeeper IP Address:

To enter a dot press the right arrow button. To enter port number after IP, use the right arrow button.



Menu



Gatekeeper

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Gateway & Gatekeeper

H.323 Name:

H.323 extension (E.164):

Use Gatekeeper: ☐ Off ☐ Specify ☒ Auto

Gatekeeper IP Address:

Default outbound call route: ☐ Gateway ☒ ISDN


Gateway
Number


Gateway
Setup


Menu



Gatekeeper

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Gatekeeper Status Icons. Depending on the option selected on the **Gatekeeper** screen, one of the following status icons will appear on the main screen every time you power on the ViewStation FX:

- **Yellow Icon**—The ViewStation FX cannot find the Gatekeeper.
- **Red Icon**—The ViewStation FX has detected the Gatekeeper, but it is not allowed to register with the Gatekeeper.
- **Green Icon**—The ViewStation FX has found the Gatekeeper and it is registered with the Gatekeeper.
- **No Icon**—No Gatekeeper was specified or set to **Auto** in the **Gateway & Gatekeeper** screen (**System Info>Admin Setup>LAN/H.323> H.323>Gateway & Gatekeeper**).



Gatekeeper

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Camera Control

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Camera Control

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Selecting A Near-Site Camera

Follow these instructions to select a near-site camera:

1. Press the NEAR button twice on the remote control. Numbered local video sources appear at the bottom of the screen, where

1 = main camera

2 = document camera

3 = VCR

4 = 2nd pan/tilt/zoom camera

Local Video Sources

2. Use the LEFT or RIGHT arrow keys on the remote control to highlight a video source. Then press the SELECT button on the remote control. -or- After pressing the NEAR button twice on the remote control, press button 1, 2, 3, or 4 to jump to a specific camera.



Camera Control

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Note Make sure that the camera icons are displayed on screen. Otherwise, when you press the number button, a camera preset will be selected instead of a different camera source.

3. The ViewStation FX or VS4000 displays full screen the camera's current view on the television monitor. A **Camera** icon appears in the upper right corner pointing towards you.

Selecting a Far-Site Camera

1. To select a far-site camera source during a call, press the FAR button twice on the remote control. A series of cameras pointing away from you (towards the far site) appears.

2. Press the LEFT or RIGHT arrow key on the remote control to highlight a video source. Then press the SELECT button on the remote control. -or- After pressing the FAR button twice, press button 1, 2, 3, 4, or 5 to jump to a specific camera.

3. Press the SELECT button on the remote control.

4. The ViewStation FX or VS4000 displays full screen the far-site camera's current view on the television monitor. A **Camera** icon appears in the upper right corner pointing away from you.

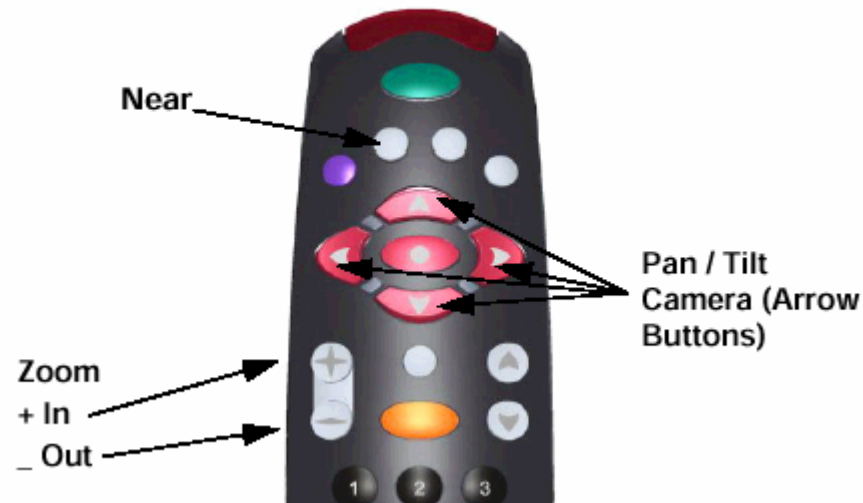
Note If there is no camera connected to the selected video source, you will see either a blue screen or frozen video from the last video source.



Camera Control

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The following picture shows the buttons that are used on the remote control to control the camera.





Camera Control

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Controlling the Near-Site Camera

Camera Control Mode—To control or adjust the camera on your ViewStation FX or your VS4000, press the NEAR button on the remote control. A camera icon appears in the upper right corner pointing towards you.

Tilt, Pan—Use the arrow buttons on the remote control to tilt the camera up and down and to pan from side to side.

Zoom—Use the ZOOM buttons to zoom in and out.

Controlling the Far-Site Camera

You can also adjust the camera on the far site in a call if that site has its **Far Control of Near Camera** option enabled. Other sites can control the camera on your ViewStation FX or your VS4000 if you have this option enabled. To enable this option on your ViewStation FX or your VS4000, select **System Info>Admin Setup>Video/Camera>Cameras**.

Camera Control Mode—To control or adjust the ViewStation FX or VS4000 camera on the far site, press the FAR button on the remote control. The far site camera's view appears full screen on the television monitor. A **Camera** icon appears in the upper right corner pointing away from you. Use the remote control to adjust the far-site camera the same way you would adjust your camera.

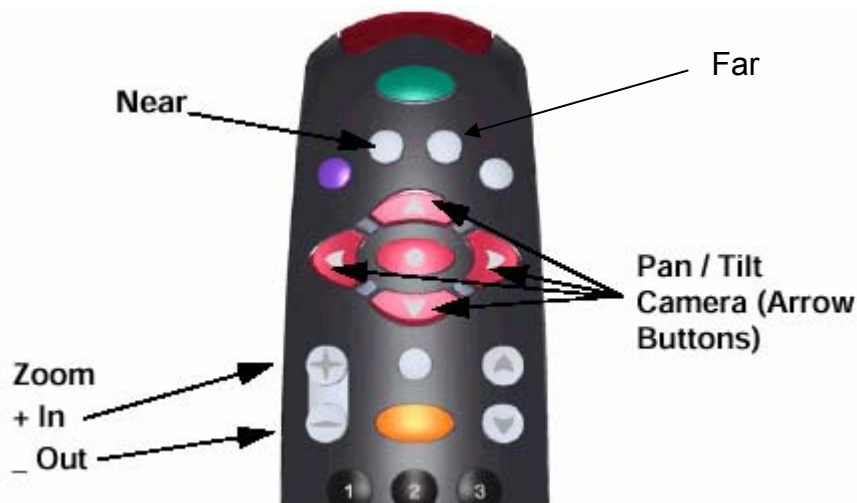


Camera Control

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Adjust the Far-Site Camera

You can adjust the camera on a far-site ViewStation FX or VS4000 if that site has the **Far Control of Near Camera** option enabled. Press the FAR button on the remote control. A **camera** icon appears in the upper right corner pointing away from you. Use the arrow buttons on the remote control to move the camera up and down and side to side. Use the ZOOM buttons to zoom in and out. If you have to go into menu screens to make adjustments while in a call, press the NEAR or FAR button on the remote control to go back directly to your call view





Audio Set Up

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The call volume on the ViewStation FX and the VS4000 is related to the volume on the television monitor and is set as follows.

1. Set the volume on the television monitor to one-half its maximum volume.
2. Set the ViewStation FX or VS4000 volume at a comfortable level.
3. To adjust the volume on the ViewStation FX or VS4000, press the volume buttons on the remote control.

Sound Effects. There is a separate volume control for the sound effects on the ViewStation FX and the VS4000:

1. To adjust this volume setting, select **System Info>Admin Setup>Phone/Audio**.
2. Select the **Sound Effects Volume** field.
3. Adjust the volume setting by using the volume control buttons on the remote control.



Audio Set Up

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No audio in a call.

- The ViewStation FX or VS4000 is connected to the wrong audio input on the monitor. Make sure the monitor cables are connected as shown in the ViewStation FX or VS4000 *QuickStart* color cable diagrams.
- Far site is muted. If the far site is muted, a far site **Mute** icon appears in the lower left corner of the monitor. Ask the far site to press the MUTE button on the remote control to check if it is muted or is not connected properly.
- Use the **Generate Tone** test on the ViewStation FX and VS4000 to help diagnose the problem.

You hear echo when speaking.

Echoes are always caused by the far site in a call. Have the far site turn down the volume and make sure that their microphones are placed away from the ViewStation FX or the VS4000 and monitor speakers.

Not enough volume in a call.

The volume is set too low on either the ViewStation FX, the VS4000, or the television monitor. For best results, set the volume on the television monitor to one-half its maximum volume and set the volume on the ViewStation FX or the VS4000 to a comfortable level.



Using the ViewStation FX Web Interface

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How to access the ViewStation FX embedded Web interface, and how to use the following Web interface features and utilities:

- Place a Call
- View a Presentation
- View a Meeting
- Select a Presentation
- Closed Caption
- System Setup and Remote Management (contains most of same configuration and diagnostic screens available in the User interface)
- Configure NetMeeting

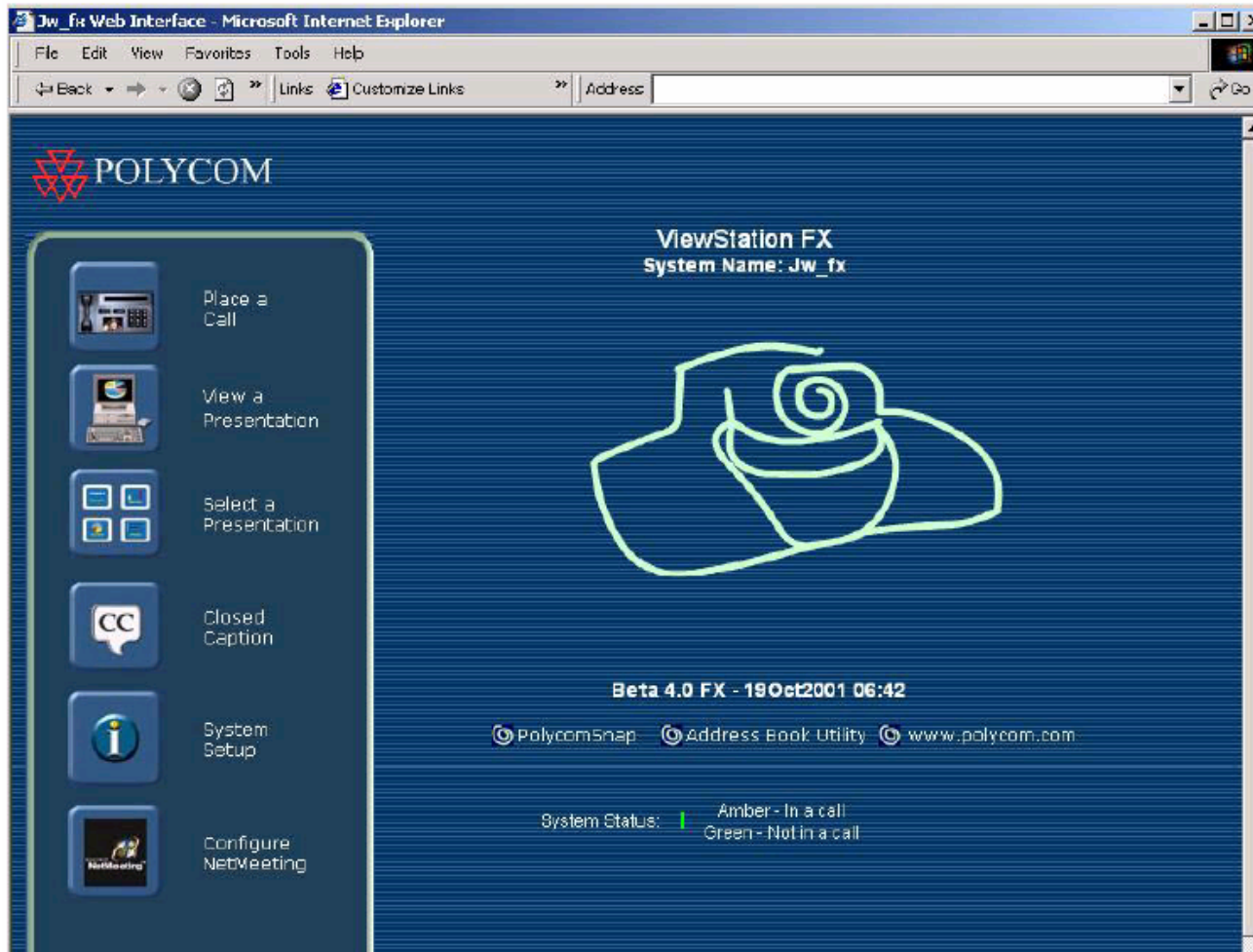
In addition to the above features, the following utilities are also accessible from the Web interface main screen:

- PolycomSnap—This snapshot application can be downloaded by clicking its icon on the Web interface main page.
- Address Book Utility—This is essentially an editor that allows you to easily manage and edit your Address Book.
- www.polycom.com—This URL link gives you easy access to the Polycom Web site.



Using the ViewStation FX Web Interface

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Using the ViewStation FX Web Interface

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Accessing the Web Interface

This section assumes that your PC is already connected to your ViewStation FX either directly or over the LAN. To access the ViewStation FX Web interface, complete these steps:

1. Launch Microsoft Internet Explorer on your PC.
2. Enter the IP address of your ViewStation FX or VS4000 on the address line of your browser. (Your ViewStation FX's IP address is displayed on the **System Information** screen.)

The ViewStation FX's Web interface main page appears on your Internet browser displaying the name of your ViewStation FX. The main icons are displayed on the left panel of the Web page (Place a Call, View a Presentation, Select a Presentation, Closed Caption, System Setup, Configure NetMeeting).

Note The **Streaming** icon is only visible when streaming is already enabled.

3. Select **Internet Options** from the **Tools** menu of the browser and make sure that security is set to **Medium** on the **Security** tab. Click **OK**.



Using the ViewStation FX Web Interface

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The screenshot shows a web browser window displaying the ViewStation FX web interface. The browser's address bar shows "Links" and "Customize Links". The interface has a blue background with a left sidebar containing links: "Network Statistics", "Advanced Statistics", "Streaming", "MCU Call Status", "Remote Control", and "Home". The main content area has a top navigation bar with icons for "Admin Home", "Place a Call", "Admin Setup", "Diagnostics", "View a Presentation", and "Slide Presentation". Below this, there are three tabs: "Local Address Book", "Global Address Book", and "Manual Dial". The "Manual Dial" tab is active, showing fields for "Video A:" (5551212) and "Video B:". Below these are "Line Speed" (2x64) and radio buttons for "ISDN" and "H 323". There are "Call", "Clear", and "Hang Up" buttons. At the bottom, there are two video preview windows showing a red prohibition sign, and a "Number:" field with a "Cause Code:" field below it. The browser's status bar at the bottom shows "Internet".



Using the ViewStation FX Web Interface

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Admin Setup/General Setup Screen

The following information describes how to access the **General Setup** screen, from where most of the setup and configuration tools are available.

1. To access the **General Setup** screen (shown below), select **Admin Setup** from the left or top icon field of the Web screen.
2. Click the icon of the feature you want to change. This screen contains the same setup and configuration tools that are available in the FX or VS4000 user interface, with the exception of the **Security** screen.



Using the ViewStation FX Web Interface

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Web Interface - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Links Customize Links Address Go

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Admin Home Place a Call Admin Setup Diagnostics View a Presentation Slide Presentation

General Setup

ISDN Video Network

IMUX Setup

Call Preference

Multi-Point Setup

LAN and H.323 Setup

Data Conference

Telephone and Audio

Video and Cameras

Software

RS-232

Hardware

Home

General Setup

System Name: Jw_fx

Country: United States

Language: EnglishUS

System Name: Jw_fx

Auto Answer: No

Dialing from Remote Control: Yes

Allow User Setup: Yes

Max Time in Call: 480

Update

AFTER UPDATE, PLEASE RESTART SYSTEM



Using the ViewStation FX Web Interface

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View A Meeting

If streaming is enabled, the **View A Presentation** icon is replaced by the **View A Meeting** icon. When you select **View a Meeting**, two options are available: **View a Slide Presentation** and **View Streaming Video**.





Using the ViewStation FX Web Interface

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Streaming

The Web interface gives you the ability to start streaming remotely. Complete the following steps to start a stream:

1. Select **System Setup>Admin Setup>LAN and H.323 Setup>Streaming**.
2. You are now in the **Streaming** page. Enable the **Allow Streaming** option by selecting **Yes** from the drop-down box.
3. Click **Update**.
4. From the current **Streaming** page, there are three different ways to access the **Start Stream** page:
 - Click the text **Click here to go to Start Streaming page** at the bottom of the page.
 - Click the **Place a Call** icon. Click the **Streaming** icon.
 - Click the **Home** icon on the left field of the Web page. Click the **Streaming** icon now visible on the Web interface main page.
5. Click **Start Stream**.



Using the ViewStation FX Web Interface

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Web Interface - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Links Customize Links Address Go

POLYCOM

Admin Setup Diagnostics Admin Home Place a Call View a Meeting Select a Presentation

Lan Setup H.323 Streaming Global Management Global Address Book SNMP Home

Streaming

System: Jw_fx

Speed:	192
IP Multicast Address:	
Number of Router Hops:	1
Audio Port:	16384
Video Port:	16386
Allow Streaming:	Yes
Enable Streaming Announcement:	Yes
Restore Defaults:	Restore Now

Update

[Click here to go to Start Streaming page](#)



Using the ViewStation FX Web Interface

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Virtual Remote Control

1. From the **System Diagnostics** Web screen, click the **Remote Control** icon to use the Web interface remote control.
2. You can control most of the functions of your ViewStation FX or VS4000 using the virtual remote control on this Web screen.

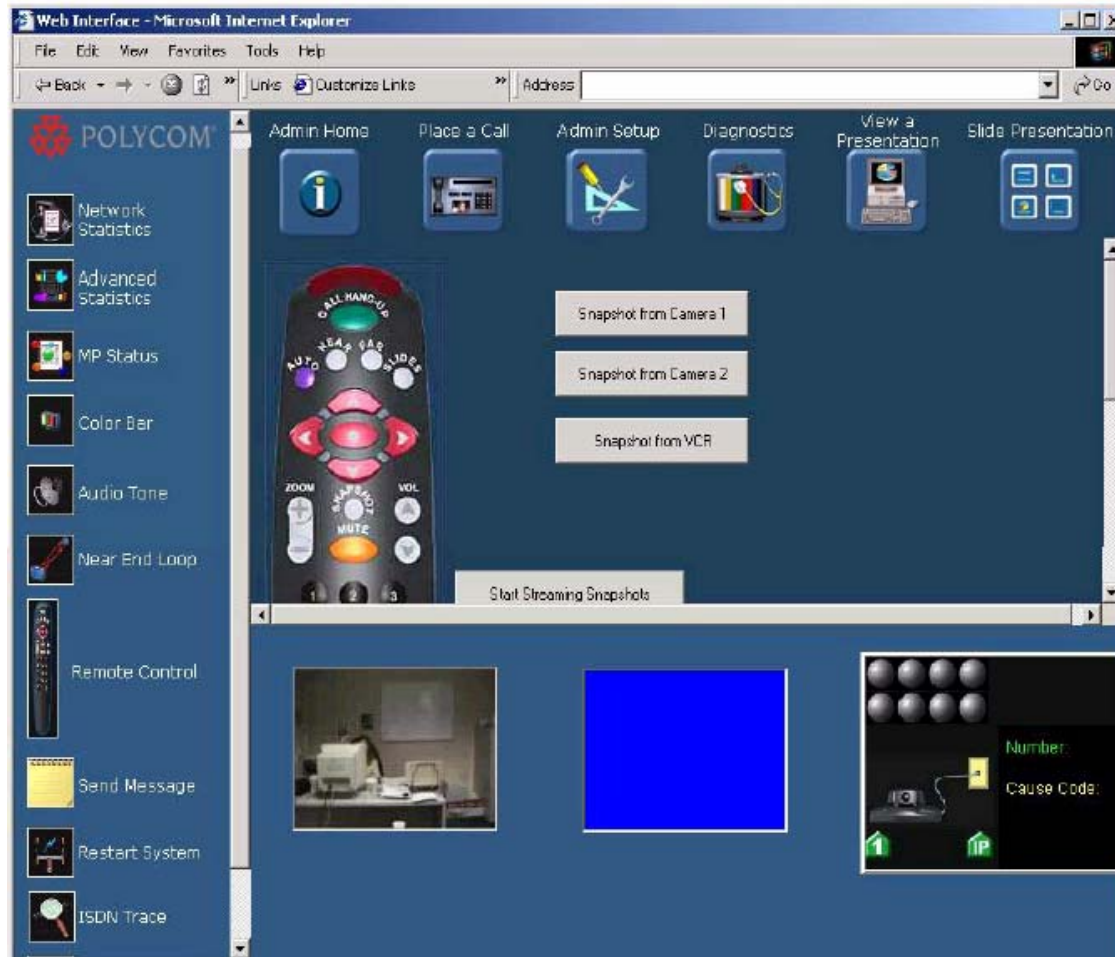
Note To use the virtual remote control, you must use Internet Explorer 4.0 or higher as your Web browser.

3. You can also take snapshots using one of the three snapshot buttons. Click the appropriate button to select your source (**Snapshot from Camera 1**, **Snapshot from Camera 2**, or **Snapshot from VCR**). The **Start Streaming Snapshots** feature lets you stream snapshots of the room where the FX or VS4000 is located at regular intervals. Each snapshot is displayed for a few seconds. You can set the display time in the **Snap Interval** field.



Using the ViewStation FX Web Interface

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Placing phone calls from the ViewStation FX

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In countries *where it is approved*, you can connect an analog telephone line to your ViewStation FX. This lets you make telephone calls through the ViewStation FX and include audio third parties in your video calls.

Placing a Telephone Call

You can use your ViewStation FX as a standard speakerphone. Complete the following steps to place a telephone call from your ViewStation FX.

1. From the main calling screen, select **Telephone** and press the button. The **Telephone** screen appears.

Figure 2-4. Telephone Screen

2. Use the numeric keypad on the remote control to enter the number you want to dial. If you are dialing within your PBX system, you only have to dial the last four digits of the number. If you want to delete a digit, press the LEFT ARROW button on the remote control. To delete an entire phone number, highlight the **Clear** icon on the screen and press the button.
3. Press the CALL•HANG-UP button on the remote control to place the call.
4. To end the call, press the CALL•HANG-UP button on the remote control.



Placing phone calls from the ViewStation FX

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Adding a Telephone Call to a Video Call

Once your video call is connected, you can add a telephone call as follows:

1. Press the CALL•HANG-UP button on the remote control. The **Call Hang-up Choices** screen appears.
2. Select the **Add Speakerphone** icon and press the button. The **Telephone** screen appears.
3. Enter the phone number of the third party using the numeric keypad on the remote control and press the button. The ViewStation FX or the VS4000 begins dialing the third party.
4. Once the third party connects, press the NEAR or FAR button on the remote control to return to the videoconference.

Note Three-way calling is only supported if you have enabled three-way calling from your local telephone company. Select the FLASH button on the telephone screen to obtain another line.



Placing phone calls from the ViewStation FX

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Disconnecting a Telephone Call

You can disconnect the telephone call as follows:

1. Press the CALL•HANG-UP button on the remote control. The

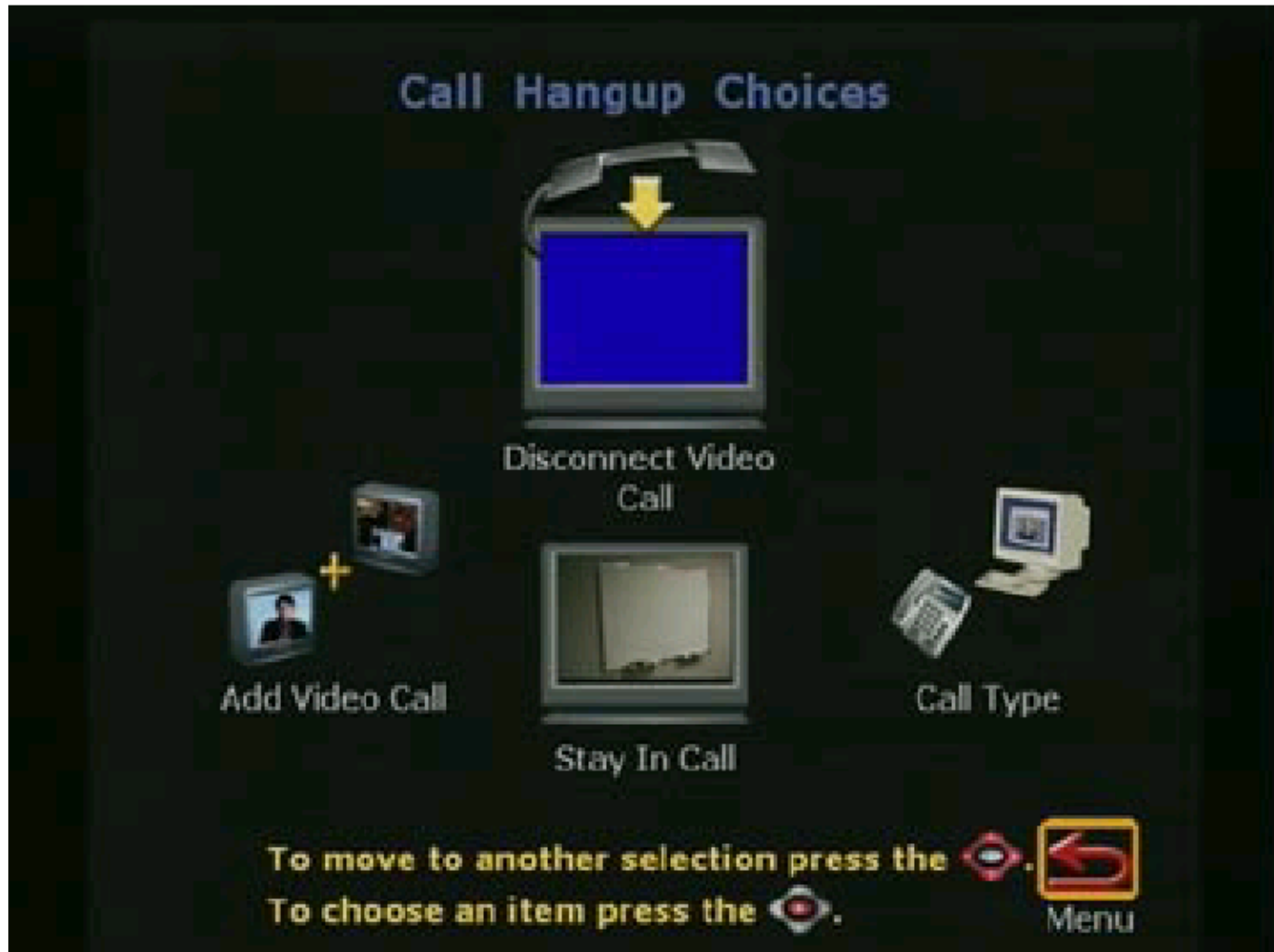
Call Hang-up Choices screen appears.

2. Select the **Disconnect Speakerphone Call** icon and press the button. The third party disconnects.



Placing phone calls from the ViewStation FX

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Placing phone calls from the ViewStation FX

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Multi-Point Dialing Speed Information

The following chart shows the maximum allowable dialing speeds according to the number of sites in a call. All parties in a multi-point call must be connected at the same speed.

Multi-Point Calls and Firewall Information

The following information specifies how many TCP and UDP ports to open through a firewall for multi-point calls. The port assignment is defined in the **Quality of Service and Firewalls** screen, under **Use Fixed Ports**.

1. To access the **Quality of Service and Firewalls** screen, select

System Info>AdminSetup>LAN/H.323>H.323>QOS.

2. Select the option **Use Fixed Ports**.

3. Assign the correct number of fixed ports for your multi-way call. To obtain this information, refer to the table below.



Placing phone calls from the ViewStation FX

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Placing a Multi-Point Video Call

You can place multi-point calls manually by adding sites to your video calls, or you can create multi-point address book entries. For information on creating multi-point address book entries, see “Address Book,” on page 66.

Complete the following steps to place a multi-point video call:

1. Place a video call as described previously. Press the CALL•HANG-UP button on the remote control. The **Call Hang-up Choices** screen appears.
3. Highlight the **Add a Video Call** icon and press the button on the remote control. The **Video Phone** screen appears.
4. Enter the number you want to dial or use Speed Dial in the Address Book. Press the CALL•HANG-UP button on the remote control to place the call. The video call connects.
5. Repeat steps 2 through 4 until all of the sites are connected.



Placing phone calls from the ViewStation FX

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H.323 Multi-Point Call and Slides

You can send and receive PowerPoint slides and snapshots in an H.323 multi-point call when all systems are running version 2.5 or greater.

Multi-Point Viewing Modes

You can select four different viewing modes for the remote sites in a multi-point call:

- Automatic Mode
- Discussion Mode
- Presentation Mode
- Full Screen Mode

The default mode is Auto, which switches between Discussion and Presentation modes automatically, depending on the conversational style of your meeting.



Placing phone calls from the ViewStation FX

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Mode Descriptions

Auto—In Auto Mode, the system determines the optimal viewing mode based on the interaction between the sites. If more than one site is talking at the same time, the system uses Discussion mode. If one site is talking uninterrupted, the system uses Presentation mode. The system takes about 15 seconds to decide whether there is a single presenter before switching to Presentation Mode. If one of the far sites interrupts the presenter for several seconds during Presentation mode, the system immediately switches to Discussion mode.

Discussion—In Discussion Mode, all of the sites can see everyone in the meeting at the same time. This feature is sometimes referred to as Continuous Presence Mode. You see yourself as one of the sites. Your picture might be slightly delayed if you are in a multi-point call. This is normal. The far sites hear your voice synchronized with your motion. If you are using a single-monitor system, sites appear on screen in as many windows as there are sites in the call. If you are using a dual-monitor system in a four-way call, the near site (you) appears in the second television monitor and the far sites appear in windows



Updating the ViewStation FX Software

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Updating the ViewStation FX Software

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Upgrading Software over the LAN (H.323)

You can use the Softupdate application to update your software over the LAN.

Complete the following steps to upgrade your software:

1. Download the latest software from **www.polycom.com** and save it on your PC. If you do not have Internet access, your reseller can supply you with the application.
2. Double-click the software zip file and select a directory in which you want the files extracted. WinZip extracts the files. If you are prompted for a password, contact your network administrator.
3. Once the application is extracted, double-click the **Softupdate.exe** file. The Softupdate dialog box appears.



Questions?

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